

## CHAPTER IV

### CONCLUSION

#### 4.1 Conclusion

Nowadays, import and export have become a very important part of the economy. Not all of the countries have natural resources and skilled citizens who are required to produce certain and good service, no matter how powerful it is, every country needs raw materials from other countries to produce products that it needs or that is needed by other countries. The liner shipping industry has made the process of export and import more easily and efficiently. This industry is a service of transporting goods by means of high capacity within ocean going ships, and the American president Line (APL) Indonesia is one of the companies which runs this business. This company offers container transportation through international shipping network.

The writer did her internship at the American president Line (APL) Surabaya Indonesia from 19th January 2015 to 19th February 2015. She was positioned at the Customer Service Departement and she worked from Monday to Friday from 8.30 am to 16.00 pm. A big curiosity of shipping industry has led the her take her internship at the American President Line (APL) Surabaya Indonesia. The writer's got a lot of experiences while she was working at the customer service departement, she has learnt how to input delivery order (shipping instruction), check the delivery order, answer the phone, send and receive email, and all of these are dealing with the customers and she also submitting all the reports to the customer service manager directly. Besides, she has got experience to communicate with some foreigners.

In doing the internship, she was required to use English. It is required because as a customer service, she has to be able to read, write, and speak english well. Therefore, almost all of the subject that she has learnt at the English Diploma were every useful for doing the internship at the American President Line (APL) Surabaya Indonesia. The writer feels proud of getting a chance to do her internship there. In her place doing the internship, she has learnt to adapt to the new condition. Futhermore, she got many experiences how to become a good worker, especially in following up customers complaint and solving problem as efficient as possible.

Finally, the writer hopes that her information and her experiences will be useful for her future and also for those who would like to do the internship at American President Line (APL) Surabaya Indonesia.

#### **4.2 Suggestion**

The writer recommended that more students conduct the internship at similiar offices like the American President Line (APL), a shipping company, so that the coming students will get fruitful experiences, especially if they can apply their English knowledge and skill while conducting the internship.